

Document Management System for the Records Access Management Project (RAMP)

	Conversion CEP - Reference	Conversion CEP - Questions	Response
1	1.2 Background	Where is the case number located on the file? Is it typewritten or handwritten?	The case number is located on the actual case file folder. It can be either typewritten or handwritten.
2	1.3 Objectives	The SOW refers to 5.5 million documents. What is the average number of pages per document? What is the average number of documents per tab? What is the average number of documents per case?	The average number of documents per case is 92.5. We don't have specific information relating to the average number of pages per document or the average number of documents per tab.
3	1.3 Objectives	What defines a document within a tab (staple, heading, etc.)?	State-developed forms and documents are usually titled and paginated. Other documents, e.g., copies of driver's licenses, social security cards, wage stubs, etc. vary in definition and size. This will be defined to a greater level in requirements gathering.
4	1.3 Objectives	Regarding the workflow process to be verified, is there documentation of the current workflow process and has the "to-be" process flow been defined?	The current case structure is defined in Attachment H. The actual workflow process varies from office to office. Please see response to question 6. The "to-be" process is not completely defined but it is anticipated to be very similar to the current process modified to be in accordance with the new document management system as mutually defined by the State and Development Contractor.
5	1.3 Objectives	Does DPHHS have a desired format for the electronic files (.tiff, .pdf, other)?	The Conversion Contractor will be subject to whatever format is agreed upon between the Development Contractor and the State. However, this should have little, if any, impact on the Conversion effort.
6	1.3 Objectives	Should each file represent a single document, a single tab or a single case?	The State is not sure what is being asked here. If your question is in regards to an image file, the image file would represent a single document. A single document can consist of one or more pages.
7	1.3 Objectives	Does DPHHS have a desired naming convention?	The State is not sure what is being asked here. The Conversion Contractor will be subject to the processes and naming convention defined by the State and the Development Contractor.

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8	2.2.1 Contractor Staff Roles and Responsibilities	Will DPHHS retrieve the case files from their storage location and place them in a staging area? Are the cases in any type of order at each location (alphabetic, numeric, by date, other)?	The exact process has not been defined and the Contractor is encouraged to propose a methodology that is most effective and efficient for the conversion process, while cognizant of the requirement that the conversion process shall have minimal impact on the State staff. It is anticipated the Conversion Contractor will retrieve case files from their storage location complete the conversion process and restore the files to their original condition and location.
9	2.2.1 Contractor Staff Roles and Responsibilities	What is the filing order for the case folders (case number?, client name, application date, other)?	Please see Attachment H.
10	3.1 Conversion	Sticky notes sometimes contain information relevant to a specific location on a page, and at the same time may cover other pertinent information. Are "sticky notes" to be scanned with the page, be included as a separate page in the document, or is the page to be scanned twice, once with the sticky note(s) and once without?	If possible, the sticky note should be scanned on a blank spot of the original document while at the same time not hiding information on the document. If that is not possible, the sticky note should be attached as the next page of that document.
11	3.1 Implementation	The CEP states that the complete conversion is expected to be completed within a 30 day period. Is this calendar days or business days?	This is meant to be 30 calendar days. The Contractor is encouraged to propose a conversion schedule.
12	3.1 Implementation	What are the operational hours of each facility? Will we have access to the facilities 24 hours per day and on weekends?	The OPA offices are open from 8-5 Monday through Friday. The Conversion Contractor may propose a schedule that includes hours that are outside this timeframe. The Department will work with the Contractor to finalize the conversion schedule.
13	6.0 Timeline and POP	The stated POP is estimated to last from September 27, 2010 through June 30, 2011. On page 7 under the subheading of Conversion, conversion is stated as expected to be completed in approximately 30 days. Is the 30 day expectation specific to the Pilot, each county location, or all counties?	The 30 days defined in the CEP is separate from the pilot test. The 30 days is the time that the State expects the conversion process to be completed for all counties after pilot is completed. However, the Contractor should outline their anticipated schedule in the conversion proposal.

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14	Attachment A	There is not a document count provided in Attachment A for the Rosebud County/Forsyth location. Will Lame Deer be the only scanning location for Rosebud County and does the document count include all documents for Rosebud county?	The Forsyth and Lame Deer counts are combined.
15	Attachment C	What are the document indexing requirements? Will each document need to be classified by Case Number? Folder Tab? Document Type (according to Attachment C)? Creation Date? Other?	The exact process has not been defined, however, the Conversion Contractor is required to develop an efficient process for conversion. The State will be evaluating the conversion process, as part of the Development Contractor selection process, to ensure that the process is user friendly, efficient and effective.
16	Attachment C	Can receipts be taped to an 8.5 X 11 sheet? Can multiple receipts be taped on one page?	Yes, as long as they are associated with a single case. The process of converting these type of documents will be defined fully prior to the start of conversion.
17		The document count is listed at approximately 5.5 million and broken out in appendix A for each of the 42 offices. When were the measurements done? How accurate are they? How many additional documents would they receive per month which would increase the total volume to be scanned at implementation?	It is difficult to get an exact number of documents that will need to be converted. The 5.5 million is the Department's best estimate at this time and is considered to be a high estimate.
18		Would all staff in each office need to take part in the required training on how to scan documents into the new system or only those with a specific job function?	All staff in each office will take part in the training.

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19		<p>For clarification purposes, there seems to be two major efforts covered by this request. Please confirm.</p> <ol style="list-style-type: none"> 1. First is the setup of equipment, processes, and training of the staff at each location which would involve 2-3 weeks of onsite training and mentoring followed by telephone / help desk type support. Existing state employees would scan and log new documents. 2. Second is the equipment, processes and resources required to scan and index the approximate 5.5 million documents using the file structure provided. These will be loaded to the document management system at a later date and time. 	<p>Since the Conversion Contractor is required to provide their own equipment for the conversion effort, the set-up of that equipment at each county office should be considered in their fixed cost proposal. However, the OPA office's equipment will be fully installed by DPHHS staff prior to the training effort. The initial training at the Pilot counties may take a while to complete but it is anticipated that once the training process is developed and tested on the pilot county staff that the training for staff in the remaining counties will take 2-3 hours at the most.</p> <p>The conversion process will be completed and tested by the Development Contractor prior to the actual conversion of the pilot counties by the Conversion Contractor. In addition, the development contractor will have provided the training for all conversion contractor staff. The documents will be uploaded into the Document Management System at the same time that the documents are converted to an electronic format. Please see attachment B for more details on Development Contractors responsibilities in regards to conversion.</p>
20		<p>Will facility space be provided to the vendor for equipment setup and processing of the approximate 5.5 million documents at each location?</p>	<p>Per section 2.2.1 of the CEP, "If required, the DPHHS will provide office space for the scanning equipment/ computer and a network connection." at each location.</p>

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21		Will training and training materials be provided to the vendor on the use of the custom document imaging system so we may use the train the trainer concept at each of the locations?	<p>Per section 2.2.1 of the CEP, "The Contractor shall be responsible for training the OPA staff to scan documents into the DPHHS Document Imaging System. The training will be accomplished using the OPA office scanning equipment".</p> <p>Per attachment B, the Development Contractor is required to provide all training materials.</p> <p>The "train the trainer" concept will not work in this particular application since the OPA offices have no designated "trainers". Therefore, the Conversion Contractor will be required to train all OPA staff.</p>
22		Section 2.2.2 mentions the need of a help desk for the duration of the pilot program. Is that during business hours? 24/7?	The help desk will only be required during normal business hours (8AM to 5 PM Monday through Friday).
23		We would be required to follow HIPAA and HITECH rules as outlined. Are there additional security requirements that contracted employees must pass to work on the project (i.e. background checks, livescans, etc.)?	At a minimum, fingerprint-based criminal background checks are required.
24		Are there document image quality and size guidelines?	The minimum acceptable image quality is 200DPI. The documents will be scanned at their original size. Receipts or notes can be combined on an 8.5 x 11 paper per the requirements that will be defined per section 3.1, Conversion Requirements, of the CEP.

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25		Section 1.3 says " A Pilot will be conducted in two counties (Silver Bow & Hill) to verify the workflow among all staff in Havre and Butte who determine SNAP, TANF, and Medicaid eligibility, to validate the new Document Management System processes". Will the contractor have authority to suggest and implement new business processes to improve efficiency when using the new system?	Contractor suggestions to changes to the business processes will be considered. No change can be implemented without prior approval from the Department.
26		What method did the state use to determine the \$300,000 cost for services identified in the documentation?	This estimate was based on preliminary information gathering/ research finding that the average industry standard for document conversion is approximately \$.05 per document. Other sources for the estimate were previous conversion efforts by the State and via information obtained from the Secretary of State office document conversion staff.